

KO AWATEA LEARN - FREQUENTLY ASKED QUESTIONS

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Registration and Login

Q. I have not received an email confirmation to confirm my new log in account.

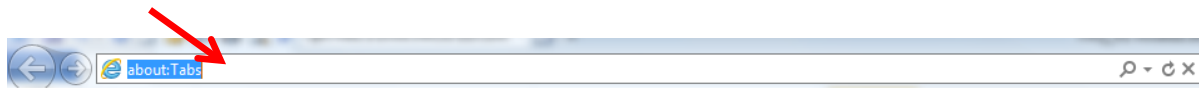
A. **MDHB Employee:** You may not have entered a valid MidCentralDHB email address. Please contact the [MDHB administrator](#).

A. **Primary Organisation:** If your account has been set up for you, you will not receive a confirmation email. Please contact your **organisations manager** for your login name and password.

If your organisation has been given permission to create your own accounts your email would need to be typed correctly. You will need to contact the [MDHB Ko Awatea administrator](#) who will check and if necessary correct your account details manually.

Q. The account confirmation link is not valid.

A. This usually occurs when logging in with WebMail. Please try to copy and paste the link into your browser address bar.



Q. I am having trouble logging into Ko Awatea LEARN. What could be wrong?

- A. **Your login email address/username could be incorrect.**
 - You must use your [default MDHB email address](#).
 - Have you remembered to enter a full stop between your preferred name and surname?
 - You cannot use capital letters in your email address /username, this is case sensitive.
- **Your password could be incorrect.**
 - Your password is not automatically the same as your MDHB network login password.
 - You must use the correct combination of capital and lower case letters and numbers in your password.
 - Remember the password must have at least 8 characters, at least 1 digit(s), at least 1 upper case letter(s)
 - This password doesn't expire, it should be the same as last time.
 - Still can't log in? Please follow the steps to [Reset your password](#)
- **You appear to be in the Ko Awatea LEARN site but are not logged in.**
 - Someone else may be already logged into Ko Awatea LEARN.
 - Log out the other user first.
- **You are using a shared computer**
 - If you are logged into a shared computer account the first login screen may require a MDHB network login. After that you will be able to access the internet to login into Ko Awatea LEARN.

Q. I cannot remember my username

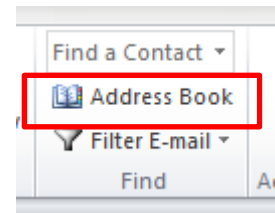
A. **MDHB employee:** It should be your full default MidCentral DHB email address. [preferredfirstname.surname@midcentraldhb.govt.nz](#) (ensure a full stop in between names). There must not be any capital letters in your username or email address.

Enable: Your default email address should be preferredfirstname.surname@enable.co.nz

Supportlinks: Your default email address is preferredfirstname.surname@supportlinks.org.nz

Default MDHB email address

You can check what your default email address is in the MDHB email address book.



- a. Click on 'Address book' in the ribbon from Outlook.
- b. Search for **your name** in the address book and **double click** on **your name**.
- c. Click on the 'Email Addresses' tab.
- d. The email address beside the **SMTP** in capital letters should be your default address

Primary Organisation: Depending on which organisation you belong to your username will be in a particular format. Primary login email addresses are formatted to include a word or initials that represent your organisation. It will look something like this:

- [firstname.surname.\[organisation\]@midcentraldhb.govt.nz](mailto:firstname.surname.[organisation]@midcentraldhb.govt.nz)
- ie.firstname.surname.pho@midcentraldhb.govt.nz

Your username is NOT an active email address; they are created for the purposes of obtaining a legitimate MDHB Ko Awatea account only. You must use a valid email address for communication.

If you do not know what your address is please contact your **organisations manager**.

Q I have changed my name, what do I do?

A. You need to update your current account. Please login to your account and go to [your profile](#) to change your details.

If your email address has also changed please contact the [MDHB Ko Awatea administrator](#).

Please do not try to create a new account, you cannot have two accounts and I'm sure you would prefer to have all your education under one account.

Please ensure you have saved any certificates which need to be recorded under your old name as these will change when you change your name.

Q. I have forgotten my password

A. Remember the password must have at least 8 characters, at least 1 digit(s), at least 1 upper case letter(s)

If you still can't remember it, you will need to reset your password. Click on '**Forgotten your username or password**' link under the Log in button.

The username or email address you enter must match the one in your account otherwise you will not receive an email to reset your password.

If you do not receive an email to confirm resetting your password, please contact the [MDHB Ko Awatea Administrator](#) who will manually reset your password.



Resetting your password

Returning to this site?

Email address

Password

Remember username

[Forgotten your username or password?](#)

Cookies must be enabled in your browser

To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

Search by username

Username

Search by email address

Email address

If you supplied a correct username or email address then an email should have been sent to you.

It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact the site administrator.

Q. I cannot login but am sure I have the correct password.

A. Are you using the exact email address used to set up your account? (see [previous question](#))

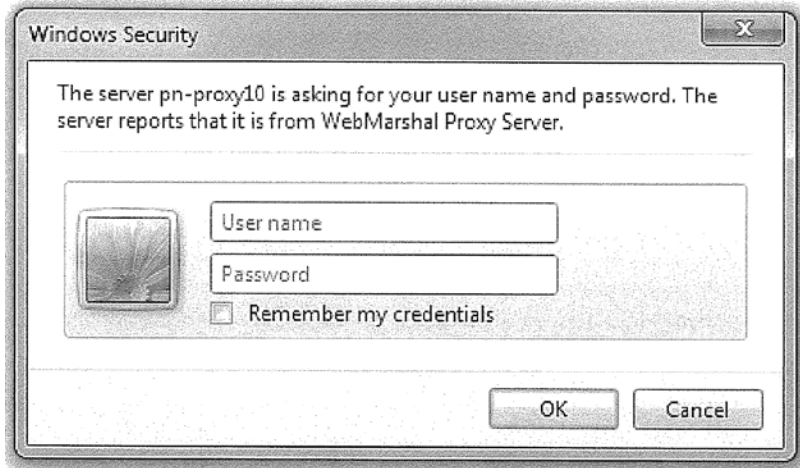
If you still have not been able to login please use the 'reset password' option on the login page. If all else fails, contact an administrator. Remember the [MDHB Ko Awatea administrator](#) is only available Monday – Friday 8am – 4.30pm.

Q. I am having trouble logging in using a shared computer.

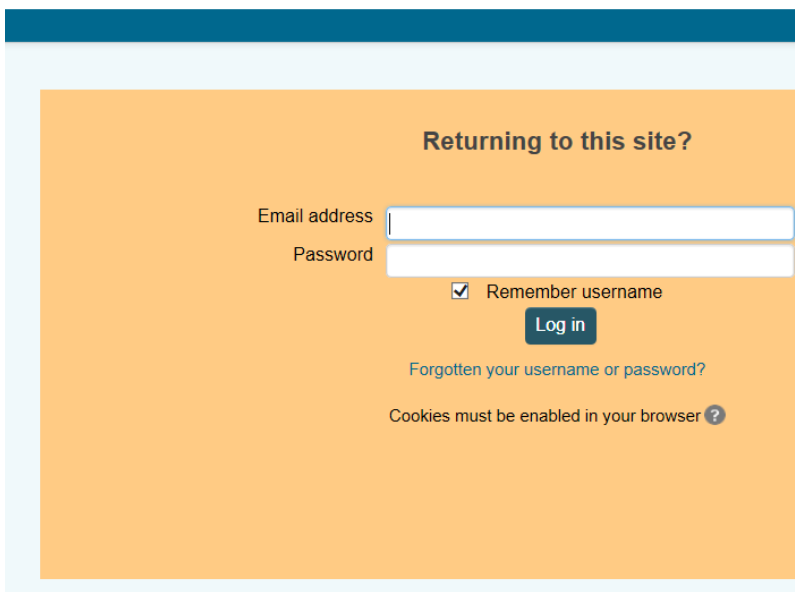
A. MidCentral DHB: If you are logged into a shared computer account the first login screen may require a MDHB network login. This means you will need to first login as a MDHB user with your own login in account, to give you permitted access to the internet. Then you will need to login into the Ko Awatea LEARN website site using your personal Ko Awatea LEARN login using your MDHB email address and password.



The Midcentral login will look like this:



The Ko Awatea LEARN login page looks like this:



Q. What do I do if someone else is logged into Ko Awatea LEARN on a shared computer?

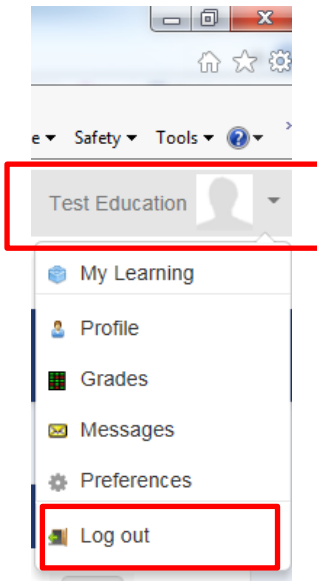
A. You can check who is logged into the computer by looking at the top right hand corner of the screen. The name of the user logged in will be showing. You may also see this message.

You are already logged in as Test Education, you need to log out before logging in as different user.

Log out

Cancel

To log another user out, click on the drop down arrow beside their name and select 'Log out'



Q. Can I edit my email address or profile myself?

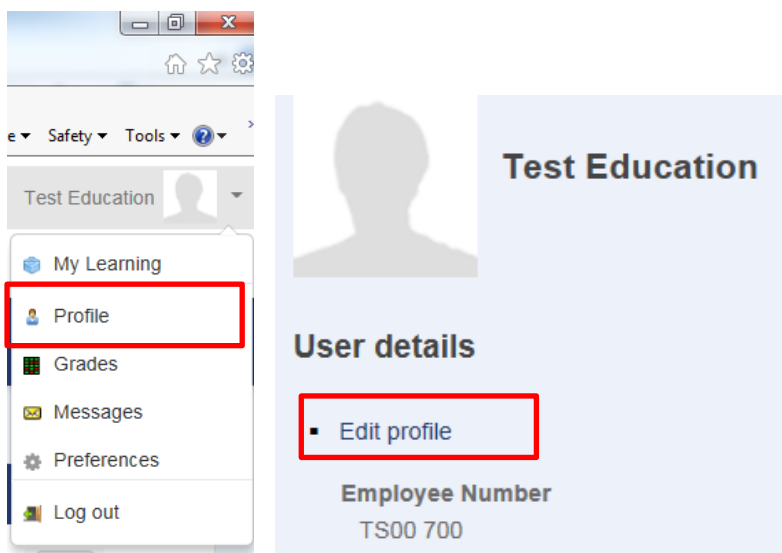
A. Once your profile is activated you can access and update your own profile details. Click on 'Profile' from the drop down on the top right of the screen. Then select 'Edit profile'.

Please do not alter your username or email address.

Your **username** must be in the format [listed above](#).

Your **email address** must be a valid email address as all communication will be directed to the email address supplied.

Other details such as Name, City and Role can be updated.



Q. Can I keep my Ko Awatea account if I move to or from another DHB region?

A. Yes, however this is not a function a user can do themselves.

Please contact the Ko Awatea System Administrator, Caroline Murphy, 09 276 0044 | Ext: 9154 | caroline.murphy@middlemore.co.nz to arrange for your account to be updated. Please note that it is policy in many of the DHB's to disable or delete accounts when you leave the organisation. Your

record of completion can be reactivated at any time with past course completion in-tact if it is disabled however it cannot be recovered if it is deleted.

Q. How do I contact the MDHB Ko Awatea administrator?

A. The MDHB Ko Awatea administrator is Raewyn Knight.

Email: education@midcentralthb.govt.nz

Phone: 06 3508205

Certificates

Q. I cannot find a certificate I did last year.

A. If the course has a requirement to repeat, the course will be reset annually. We will ask you to make sure you have printed your certificate at the end of the calendar year before we reset the course. After this time, if you have lost your certificate or did not print it, please contact the [MDHB Ko Awatea administrator](#) as it may be possible to obtain a copy.

Q. I forgot to print my certificate before the course was reset.

A. Once a course has been reset for a new calendar year please contact the [MDHB Ko Awatea administrator](#) to ask for a copy.

Q. I cannot access the certificate for the course I have completed.

A. The certificate may not be available until you have passed the course. In most cases the Feedback Survey may be set as a requirement of the course. Please ensure this is completed.

It is also possible that although you may have completed the course you may not have answered all the questions correctly and 'passed' the course. To check your grade, please click the grades link under Course Administration/Grades in the left hand menu.

Please recheck the course or contact a [Key contact](#)

Q. My name is in lower case or spelt incorrectly on my certificate

A. Please login and update your [user profile settings](#). Click on 'Profile' from the drop down on the top right of the screen. Then select 'Edit profile'.

Q. I have completed a course for a second time but the date on the certificate has not updated.

A. You are only able to complete a course once.

Repeating the same course will not give you a new certificate of completion. Where there is a requirement to repeat a course, such as annual update of Legislative Compliance or two yearly update of Electrical Safety, a new course called a "course reset" will be added and made available for the required period of time. These will be identified in the course title by the year/period of time.

The reset for all courses that require repeating will take place at calendar year end. The only exception to this will be if there has been a significant change in the course content during the year.

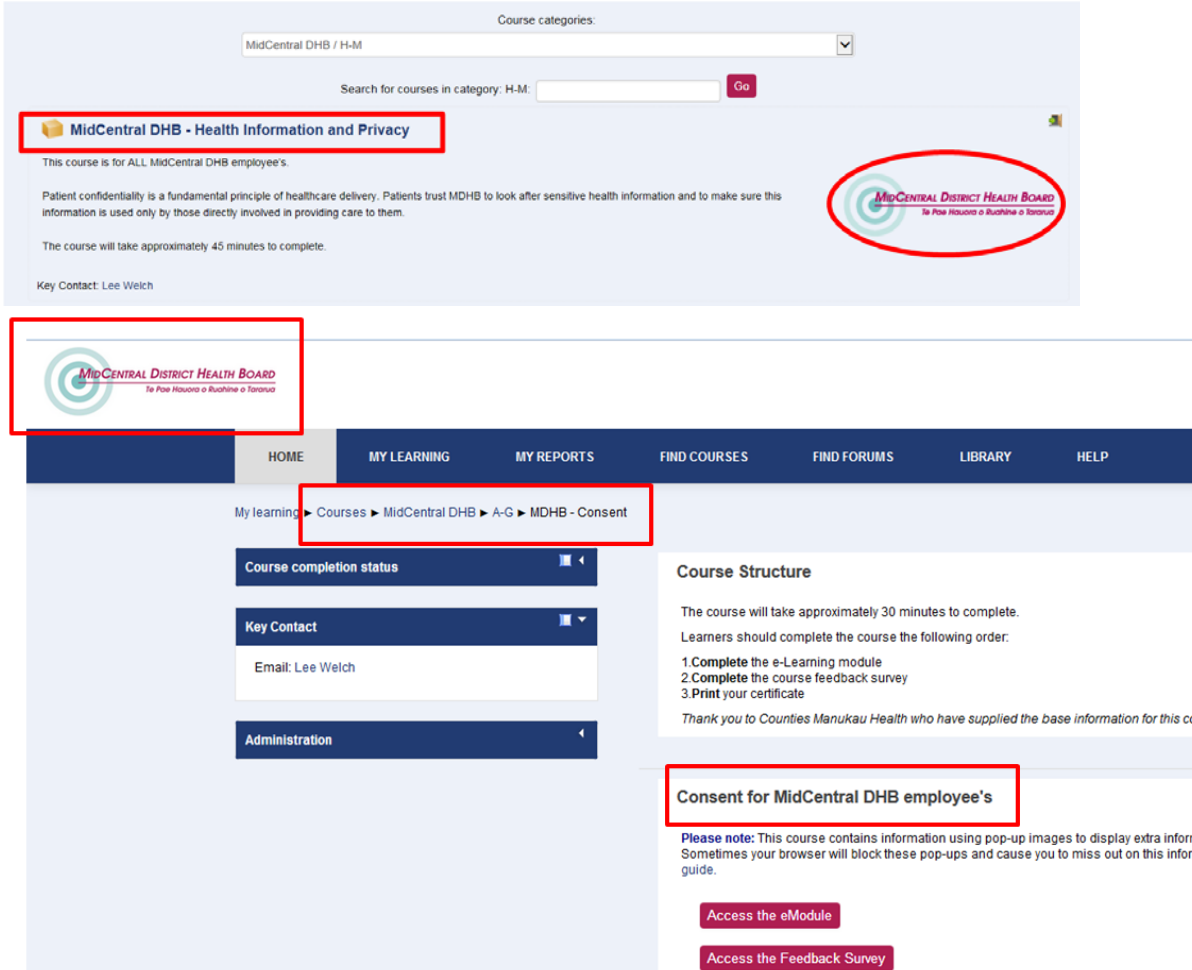
Completing Courses

Q. Which courses can I complete?

A. **Midcentral DHB:** Programmes identified as being applicable to MDHB staff are available under the MDHB category. If you complete a course of the same or similar name under another DHB's category it might not reflect MDHB policy and procedures and will not be recorded at MDHB.

Please check that the course you are completing is a MDHB course, and sits under the MidCentral DHB category. There are several ways to check this:

- The MDHB logo should be on the page.
- The course name should have 'MidCentral DHB' as part of the title.
- The category should also include 'MidCentral DHB'.
- The page should be in our colour scheme of blue & red.

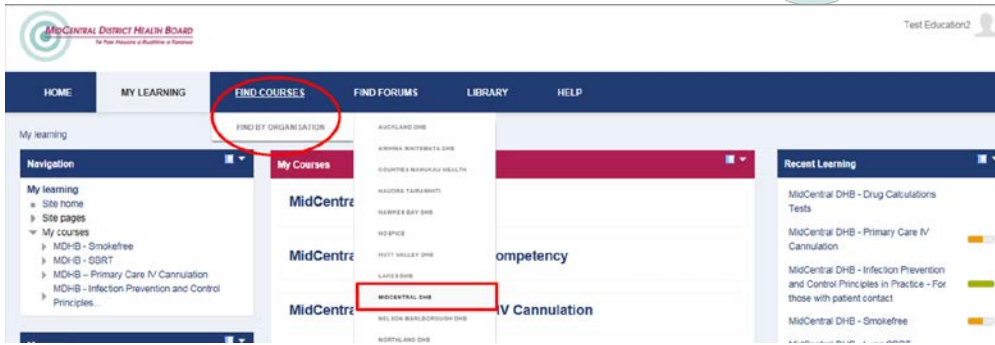


The screenshot shows the course page for 'MidCentral DHB - Health Information and Privacy'. The course title is highlighted with a red box. The MDHB logo is circled in red in the top right corner. The breadcrumb trail is 'My learning > Courses > MidCentral DHB > A-G > MDHB - Consent', with 'MidCentral DHB' highlighted in red. The course structure section is also visible, and the title 'Consent for MidCentral DHB employee's' is highlighted with a red box. The page includes a search bar, a 'Go' button, and a 'Key Contact' section with the name 'Lee Welch'.

A. **Primary Organisation:** Programmes identified as being applicable to Primary organisations are available under the MDHB category. Primary users can access courses in other DHB areas however it might not reflect your organisations policy and procedures. Please contact your **organisations manager** to identify the courses applicable to employees from your Organisation.

Q. How do I find the course I am interested in?

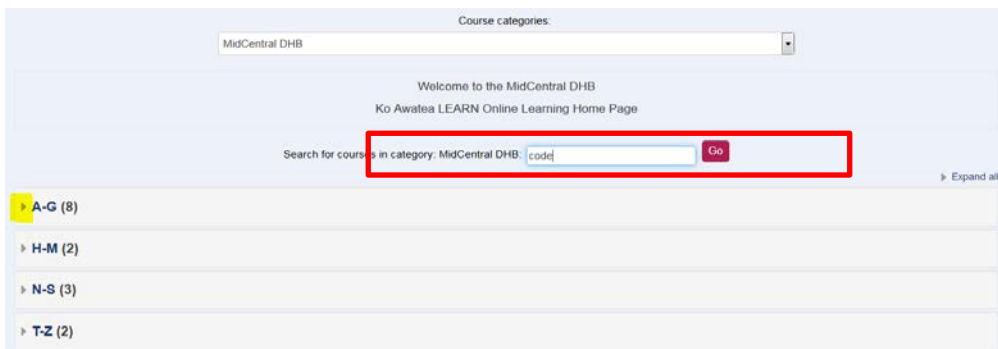
A. You are not automatically enrolled on a course. Once you are logged in, select 'Find courses', then 'MidCentral DHB'. All Midcentral courses will be available alphabetically, select the alphabetical category the course will be located in.



Please contact your **organisations manager** to identify the courses applicable to employees from your Organisation.

Q. I do not know what the course is called.

A. From the 'Find Courses' screen, use a key word in the 'Search courses' box. OR expand the sections by clicking on the arrow beside the category, ie A-G.



Q. When I answer a multi answer question I appear to get correct, I am directed back to the question again.

A. You will be directed back to the question if you have not selected all correct answer options. Please check the question and select all correct answers.

Q. I cannot access a Policy referenced in a Ko Awatea course

A. **MidCentral DHB:** You may need to be logged into a MDHB computer to access our policies directly.

A. **Primary Organisation:** The policies referenced will be specific for MDHB employees. Please contact your **organisations manager** if you wish to find out if your organisation has a similar policy.

Q. I have used up all of my attempts but have not passed the course. What can I do?

A. Please email the [Key contact](#) person to discuss the options available to you. You will be able to have another attempt.

Q. The website is not viewing courses correctly, they look weird.

A. You should be viewing the content using the latest version of your browser BUT Firefox is still our preferred browser. Cookies must also be enabled in your browser.

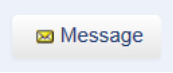
Q. I am having trouble completing a course, what do I do?

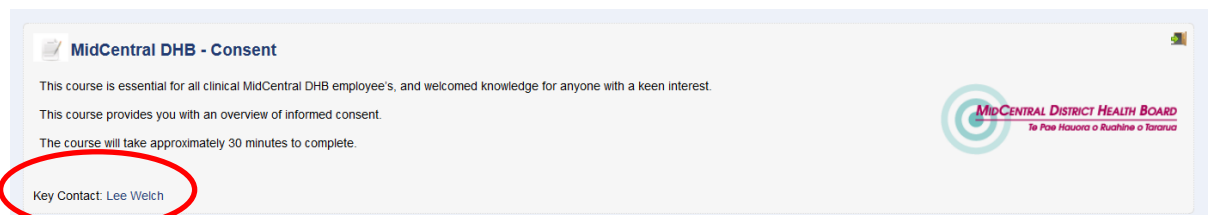
A. In the first instance please email the [Key contact](#) person for the course. You will find a link on the right hand menu from the course screen.

Q. How do I contact the 'Key contact' person?

A. The Key contact person is identified from the course page on the right hand menu. Click link to send an email.



OR From the Category course screen. Click on the name, then click  , to send an email.



Q. Some of the courses I have previously completed no longer show in my Ko Awatea My courses list.

A. Any courses which need to be repeated will be reset as required. This process will remove the old records from Ko Awatea to allow you to repeat the course. If this isn't done, the date of the 2nd time you complete the course will show the same original date of completion.

Courses which have a requirement to be repeated and therefore reset will be identified in the 'Course Structure' section of the course.

Q. The Ko Awatea LEARN course I have completed is not on my Yourself record (MDHB only).

A. We have not yet created a process to update Ko Awatea LEARN completion on Yourself. These will be available in due course. Please refer to earlier question regards completing other DHB's programmes. You will need to ensure you print the certificate provided in Ko Awatea LEARN for your record.

Q. What is an enrolment key?

A. Some courses have an enrolment key, like a password, to register to access it. This will be available from the [Key contact](#) person or the [MDHB Ko Awatea administrator](#). Please contact them to access the key.

Q. I have forgotten my enrolment key

A. Contact the course [Key Contact](#) person or the [MDHB Ko Awatea administrator](#) to request the key.